

Instructions for printing LETTERS from 1on1

First, make sure that you log into ERA, then go into the F&I area for the appropriate dealership, but do not go into any of the deal screens (the screen must say SELECTION at the bottom-left of ERA).

Next, click RUN, then QUERY BUILDER, then OPEN.
Double-click on “1on1fi.wis” (or “1on1fi....something.wis”).

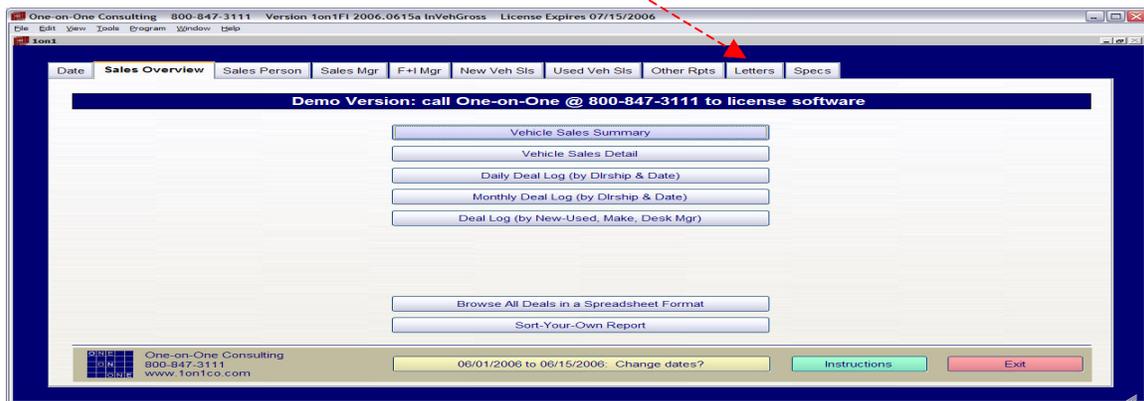
Look in the white box that says “ITEMS” and make sure that the date shown is BEFORE the Deal Date that you want to use for the letters (ex: if today is 01/01/2007, and you want to send a 1-year anniversary letter, then the date shown should be before 01/01/2006).

Click the “OK” button to begin the download.

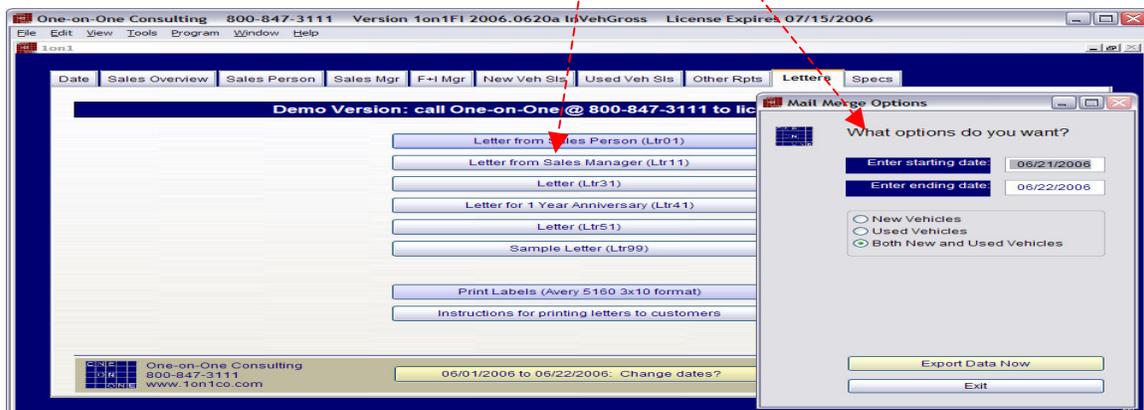
Minimize ERA.

Open the “1on1 Sales Reports” icon (on your desktop)
Click “Yes, I Agree” to agree to the license agreement, then follow the on-screen prompts

The following screen should open up. Click on the “LETTERS” tab.



The following screen should open up. Click on the letter or labels that you want to print.
Another screen should display asking “What options do you want?”
Follow the on-screen prompts that subsequently appear.
Click “Export Data Now”,
Excel should open with your customer mailing data



Word should open. There should be a “Mail Merge” icon at the top of the document. Click that icon and follow the on-screen prompts. If there is no “Mail Merge” icon, then right-click on an open area next to the icons, and select the “Mail Merge” set of icons and commands.